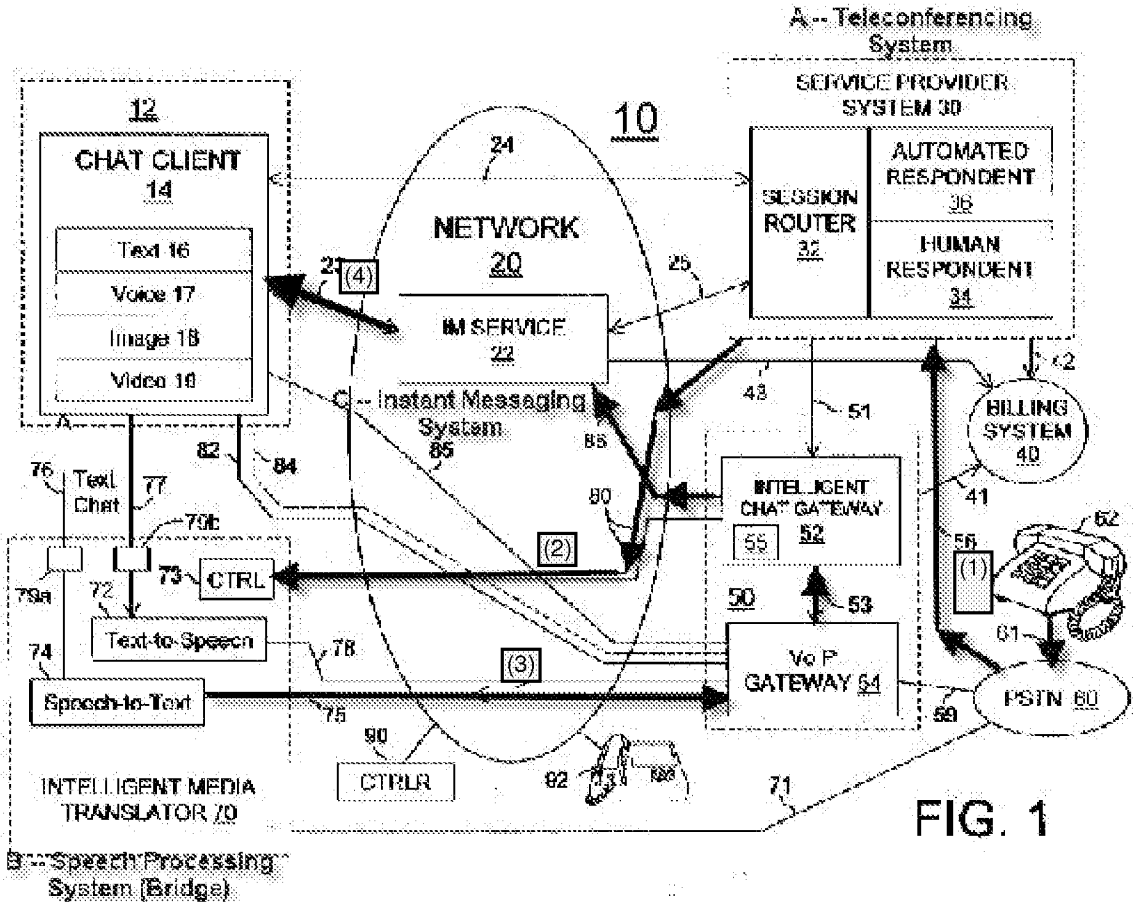
A -- Teleconferencing System
SERVICE PROVIDER SYSTEM 30
12
CHAT CLIENT 14
Text 16
Voice 17
Image 18
Video 19
10
24
NETWORK 20
IM SERVICE 22
C -- Instant Messaging System 85
SESSION ROUTER 32
AUTOMATED RESPONDENT 36
HUMAN RESPONDENT 34
BILLING SYSTEM 40
INTELLIGENT CHAT GATEWAY 52
55
Text Chat
CTRL
Text-to-Speech
Speech-to-Text
Voice GATEWAY 54
PSTN 60
CTRLR
INTELLIGENT MEDIA TRANSLATOR 70
B -- Speech Processing System (Bridge)
(1)
(2)
(3)
(4)

FIG. 1